



ICAO

International Civil Aviation Organization  
North American, Central American and Caribbean Office

WORKING PAPER

E/CAR/NTG/9 & E/CAR/RD/7 — WP/06  
08/07/20

**Ninth Eastern Caribbean Network Technical Group (E/CAR/NTG/9) and  
Seventh Eastern Caribbean Radar Data Sharing Ad hoc Group (E/CAR/RD/7) Meetings**  
On-line, 14 and 15 July 2020

**Agenda Item 3: E/CAR Aeronautical Fixed Services (AFS) Network Performance and Operation**  
**3.1 Network Performance and general aspects**

**TECHNICAL LETTER OF AGREEMENT**

(Presented by the United States)

**EXECUTIVE SUMMARY**

This Working Paper present a document that should establish the division of responsibilities, Points of Contact, and troubleshooting procedures required between the Federal Aviation Administration (FAA) and Trinidad and Tobago Civil Aviation Administration.

<b>Action:</b>	Suggested actions are presented in Section 3.
<i>Strategic Objectives:</i>	<ul style="list-style-type: none"><li>• Safety</li><li>• Air Navigation Capacity and Efficiency</li></ul>
<i>References:</i>	<ul style="list-style-type: none"><li>• Technical Letter of Agreement</li></ul>

**1. Introduction**

1.1 The document in the **Appendix** is a draft copy of the proposed Technical Letter of Agreement (TL). This TL should establish the division of responsibilities, Points of Contact, and troubleshooting procedures required between the Federal Aviation Administration (FAA) and Trinidad and Tobago Civil Aviation Administration. This document should also identify whom, when, and under what conditions allowable actions can be taken.

**2. Discussion**

2.1 On 8 June 2020, members of T&T and FAA NEMC and San Juan CERAP held a teleconference to discuss failures in line connections between FAA San Juan and E/CAR. There were also failures reported with Automated International Flight Service Station (AIFSS). The AIFSS was relocated from San Juan to Miami, FL and later on to Leasburg, Virginia and Ft Worth, TX. It's connected directly to Miami FL and covers the Caribbean.

2.2 It was agreed that a fault reporting process is necessary in order to maintain proper communications when a failure occurs. Under Attachment A is a draft copy of such document title “Technical Letter of Agreement”. The document identifies Points of Contact as well as escalation process. Once revise and approve, this will be a living document.

2.3 Please note that the Atlantic Operations Control Centre is going under internal reorganization and the telephone numbers as well as the Points of Contact might change. That been the case, the document will be updated.

**3. Suggested Action**

3.1 The meeting is respectfully invited to:

- a) review and update accordingly the Technical Letter; and
- b) take any other necessary action.

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**APPENDIX**

**TECHNICAL LETTER OF AGREEMENT**

**BETWEEN THE**

**FEDERAL AVIATION ADMINISTRATION  
DEPARTMENT OF TRANSPORTATION  
UNITED STATES OF AMERICA**

**AND**

**TRINIDAD AND TOBAGO  
CIVIL AVIATION AUTHORITY**

**FOR**

**TROUBLESHOOTING PROCEDURES**

**ARTICLE I – PURPOSE**

This document establishes the division of responsibilities, Points of Contact, and troubleshooting procedures required between the Federal Aviation Administration (FAA) and Trinidad and Tobago Civil Aviation Administration (TTCAA). This document also identifies whom, when, and under what conditions allowable actions can be taken. Typical actions may include:

- Maintenance actions (preventive, routine scheduled, emergency)
- Division of maintenance authority
- Coordination of maintenance activities
- Changes to the network
- Monitoring of traffic loading

The actions described above require the existence of single points of contact for the FAA and TTCAA, as described herein, and close coordination between the two for the successful operation of the network. The Network Operations Centers (NOCs) should be the single points of contact for provisioning maintenance services.

#### **ARTICLE II – NETWORK TOPOLOGY**

The Eastern Caribbean (E/CAR) AFS network consists of seventeen (17) nodes connected in a mesh configuration that interconnect the islands of the Eastern Caribbean (Anguilla, Antigua, Barbados, Dominica (2 airports), Grenada, Guadeloupe, Martinique, Monserrat, Nevis, St. Kitts, St. Lucia (2 airports), St. Vincent, Trinidad and Tobago and the United States node at ZSU (San Juan). In San Juan, the E/CAR AFS Network interconnects to the MEVA Network to facilitate voice communication between St. Maarten and Anguilla, Antigua, and St. Kitts. From San Juan, voice service is extended from Trinidad and Tobago to New York and AMHS service to Atlanta via the internal FAA's terrestrial infrastructure.

#### **ARTICLE III – NETWORK OPERATION CENTERS (NOCs)**

Two (2) locations are specified as NOCs; the FAA Operations Control Center (OCC) located at Atlanta (ZTL), and the E/CAR NOC located at Piarco. The NOCs should operate 24 hours a day, 7 days a week with the following responsibilities:

- Provide single points of contact for the FAA and TTCAA portions of the ECAR Network.
- Coordinate first-level service support.
- Coordinate operations and directs maintenance.
- Coordinate monitoring and localization of network problems.
- Maintain the Trouble Report System.
- Ensure trouble resolution.
- Perform escalation.
- Report trouble status.

- Coordinates with all points of contact.
- Coordinate service establishment.
- Maintain the log.

#### REPORTING TIME

##### Reporting Time for Trouble Calls

Priority	Action
1	Within 30 minutes Every 30 minutes thereafter for an update
2	Within 1 hour Every 1 hour thereafter for an update
3	Within 4 hours Daily status update should be given
4	Within 24 hours Daily status update should be give

#### ESCALATION LEVELS

##### Standard Escalation Levels

Level	Standard Escalation Levels
First	NOC and TTCAA Engineer
Second	NOC Team Lead/Supervisor and TTCAA Engineer
Third	NOC Manager
Fourth	

#### ARTICLE IV – POINTS OF CONTACT

Location	POC	Telephone No.	FAX No.	Email Address
Atlanta OCC		770-946-5501 Option 1	770-210- 7987	9-ASO-AOCC- OPS@FAA.GOV
ZSU		787-253-8515	787-253- 8506	
Trinidad and Tobago NCC	TTCAA (M-S/7:00 am - 11:00 pm)	868-724-6856		ttcns@caa.gov.tt

	CNS Engineer	Andrew Ramkissoon: 868- 774-4234		aramkissoon@caa.gov.tt
		Richard Halliday: 868-754-9373		rhalliday@caa.gov.tt
	CNS Manager	Veronica Ramdath: 868- 774-4180		vramdath@caa.gov.tt
BWM PO				

**ARTICLE V – ENTRY INTO FORCE AND TERMINATION**

This LOA shall enter into force upon the date of the last signature affixed hereto and shall remain in force until terminated or until the LOA is terminated. Either party may terminate this LOA by written notice, taking into consideration a notice period of 2 months.

The FAA and TCA agree to the provisions of this LOA indicated by the signature of their duly authorized representatives.

FEDERAL AVIATION ADMINISTRATION  
DEPARTMENT OF TRANSPORTATION  
UNITED STATES OF AMERICA

TRINIDAD AND TOBAGO  
CIVIL AVIATION AUTHORITY

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Name

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Name

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Signature

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Signature

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Date

— END —